

G.01551A.10.0458

OPEN MEETING AGENDA ITEM
ARIZONA CORPORATION COMMISSIC



0000136091

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: 2012 APR 24 P 4:07

Fax:

Priority: Respond Within Five Days

Opinion No. 2012 - 103284

Date: 4/18/2012

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Arizona Corporation Commission

DOCKETED

Complaint By: Michael J. and Jennife Mayer

Account Name: Michael J. and Jennifer W Mayer

Home: () APR 24 2012

Street:

Work:

City: Scottsdale

CBR:

State: AZ Zip: 85255

is:

DOCKETED BY

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone:

Nature of Complaint:

*****ALSO REFER TO ACC COMPLAINT NO. 103170*****

*****OPINION OPPOSED - OPINION OPPOSED*****

RE: Docket No: G-01551A-10-0458

REFERRED FROM CHAIRMAN PIERCE'S OFFICE: 4/11 ALSO COMMISSIONERS BURNS & KENNEDY

From: nicetang [mailto:]

Sent: Saturday, April 07, 2012 4:30 PM

To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web

Subject: Southwest Gas

Dear Corporation Commission,

Why is my gas bill from Southwest Gas, not near zero per month?

Please send me what the rate per 1000 cubic is (or the standard you use) that you have approved since 2009?

Michael Mayer

4/12/2012 Email from Customer:

From: nicetang [mailto:]

Sent: Thursday, April 12, 2012 6:27 PM

To: Guadalupe Ortiz

Cc: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web

Subject: Re: Southwest Gas

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Thank you for the reply Mr Ortiz,

I am very aware of the natural gas price declines over the last 4 years. I wrote 2 years ago and to date have not seen one idiot reduction in my gas bills. I'd like to see the rate graphs the corporation commission allows for SW Gas over the last 10 years. Since Natural Gas prices are down 80% since 2008, I expect my and every citizens natural gas bill to have dropped accordingly.

Citizens are POORER on the crash in natural gas prices because the commerce commission has not forced sufficient rate reductions on SW Gas. SWGAS is a business...not an Arizona charity & subsidy. Please do not have SW Gas write me like 2 years ago. Getting an email from the company that is stealing from Arizona citizens and telling me they are not stealing is a joke.

See my information below in BLUE that you requested.

Regards,

Michael Mayer

ATTACHED:

Name as it appears on the bill: Michael J Mayer or Jennifer W Mayer

Service Address:

Telephone Number:

SWG Account Number:

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/12/12 Email from Customer:

From: nicetang [mailto:
Sent: Thursday, April 12, 2012 6:27 PM
To: Guadalupe Ortiz
Cc: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Re: Southwest Gas

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See my information below in BLUE that you requested.

Regards,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Michael Mayer

4/18/2012 - Email to Customer:

From: Guadalupe Ortiz
Sent: Wednesday, April 18, 2012 10:37 AM
To: 'I'
Subject: ACC Inquiry No. 2012-103170

April 18, 2012

Mr. Mayer,

As previously stated, for your convenience I have included a copy of the information received from the Executive office of Southwest Gas Corporation ("SWG") in response to the Inquiry filed on your behalf, please see below:

RESPONSE FROM SWG:

"Southwest Gas bills in Therms. One therm of gas is 100,000 BTU's or 100 Cubic Feet. The current rate is 1.21022 per therm (see attached rate sheet). I have also attached the rates from the same time period in 2010. Mr. Mayer's service is currently active. The last meter read was obtained on 3/30/12 with 17 therms of gas being used during the 30 day period, the total charge was \$35.53. The bill includes the basic service charge which is billed regardless if there is usage, along with the applicable taxes. Our records indicate, if the customer has not made any changes, that there is a water heater, range, 2 furnaces and gas logs. If he has any of those appliances running then that would create gas usage."

Please find attached a copy of the currently approved tariff rate schedules and the previous rate schedules for SWG.

For more information related to the Commissions determination of just and reasonable rates for SWG in the last rate case preceeding (Docket No. G-01551A-10-0458), please visit the Commissions' E-Docket database at <http://edocket.azcc.gov/edocket/>.

If you have any further questions please feel free to email me or call me directly at

Thank You,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
Phone:
Fax: (
Email:

ATTACHED:

SWG Statement of Rates effective 4/2/12
SWG Statement of Rates effective 4/30/10

4/18/2012 Email from Customer:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

From: nicetang [mailto:]
Sent: Wednesday, April 18, 2012 12:12 PM
To: Guadalupe Ortiz
Subject: Re: ACC Inquiry No. 2012-103170

Dear Sir,

The rates tables make my point exactly. There has been less than a 2% reduction in natural gas prices over 2 years but market prices of natural gas are at an all time low....down over 80%.

When is the Corporation Commission going to pass along these huge commodity price reductions to the consumer. SW Gas is absolutely getting rich on residential services.

Michael Mayer

4/18/2012 Email from Customer:

From: nicetang [mailto:]
Sent: Wednesday, April 18, 2012 12:34 PM
To: nicetang; Guadalupe Ortiz
Subject: Re: ACC Inquiry No. 2012-103170

To be more precise....these are the charges to single family residential in the 2 attachments.

There has been less than a 2% reduction and SWGAS commodity prices have dropped over 80%. What does the Corporation Commission plan to do about this? If I am wrong please let me know where.

Michael Mayer

\$ 1.23215 (2010 Cost/Therm) - 1.21022 (2012 Cost/Term) = 2.2 cents per therm

4/18/2012 Email to Customer:

From: Guadalupe Ortiz
Sent: Wednesday, April 18, 2012 1:16 PM
To:
Subject: RE: ACC Inquiry No. 2012-103170

Mr. Mayer,

The current rates for Southwest Gas Corporation ("SWG") were recently approved by the Commission in ACC Decision No 72723, dated January 6, 2012. These rates became effective for service on and after January 1, 2012.

To ensure that your comments and concerns related to the rate increase approved for SWG are taken into consideration, I will file an opinion on your behalf and docket the opinion with the Docket Control Center of the Commission to be made part of the record.

Thank You,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Phone: _____

Fax: (_____) _____

Email: _____

CLOSED

4/18/2012 Email from Customer:

From: nicetang [mailto:r_____]

Sent: Wednesday, April 18, 2012 1:45 PM

To: Guadalupe Ortiz

Subject: Re: ACC Inquiry No. 2012-103170

Dear Sir,

I appreciate you actions but I'd like to take it one step further.....

SW Gas has over 1.8 million residential customers in Az, NV and Ca. They are over charging at least \$15/month based on a long decending trend in world natural gas prices.

Every month SW Gas is pocketing over \$22 million in revenues above market price. That is over \$250 million a year.....a quarter billion \$\$\$\$ in consumer spending lost.

Now that we are entering the A/C season and massive electric bills I would like a better explanation.

Why have Arizona taxpayers not seen a reduction in their natural gas monthly bills.

Please forward this to Mr. Newman, Ms. Burns, Mr Pierce (Chairman), Mr Stump and Ms Kennedy.

Michael Maver

4/18/2012 @2:19pm - Left message - Called customer, left a message with Jennifer requesting a return call concerning his comments and questions related to SWG rates.

4/19/2012 @1:31pm - Customer returned my call. I explained to the customer that the opinion will be docketed with the Docket Control Center of the Commission to be made part of the record. I further explained that by docketing the opinion, the Chairman, Commissioner's, Staff, the Utility and any Intervenors assigned to the case will receive a copy of the opinion and take his comments and concerns into consideration. Customer is satisfied with his opinion being distributed to all parties to the case. CLOSED

End of Comments

Date Completed: 4/24/2012

Opinion No. 2012 - 103284
